



# HARMONY COMPUTER CONFIGURATION REQUIREMENTS

March 2016

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## Introduction

This document provides basic steps that will help you use all features in Harmony, especially for previewing reports, printing reports or downloading files.

## Hardware/Software Minimum Requirements

Harmony works best when you use the "Harmony certified system requirements". Your computer must meet the minimum system requirements outlined below. If your computer does not meet these requirements, you may not be able to use all or some features of Harmony.

Harmony Certified System Requirements	
<i>Operating System:</i>	Windows 7 / Windows 8.1 / Windows 10
<i>Browser:</i>	<u>Certified:</u> Internet Explorer 11  <i>Note: If using Harmony versions 8.1.1 or later, Internet Explorer Compatibility View settings should be disabled. For versions prior to 8.1.1, Internet Explorer Compatibility View is required.</i>
<i>Processor:</i>	2.0 GHZ processor or better
<i>RAM:</i>	2 GB (minimum) 4 GB (recommended)
<i>Screen Resolution</i>	Minimum: 1024x768 (1280x1024 is ideal)
<i>Internet Access:*</i>	40-45 Kbps (kilobytes per second recommended for each concurrent user)
<i>Maximum Latency</i>	100ms or less
<i>Microsoft</i>	<u>Certified:</u> Microsoft Office 2003, 2007, and 2013, InfoPath 2003 and 2007  <u>Supported:</u> Microsoft Office 2007, 2010, and 2013, InfoPath 2010  Note that Microsoft Office 2013 is only Supported for Windows 10 at this time.

\*Harmony does not support dial-up access

PLEASE NOTE: While it is possible that Harmony will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected.

### Supported Operating System and Browser Combinations

Harmony works best with Internet Explorer. If you use other browsers you may not be able to use all of Harmony's functions. The following table illustrates the Operating System and Internet Explorer browser combinations that are supported and certified for use with Harmony applications.

Operating System and Browser Matrix			
Operating system <sup>1</sup>	IE Browser Version	Certified <sup>2</sup>	Supported <sup>3</sup>
Windows 7 SP1	Internet Explorer 8 – 32 bit	No	No
	Internet Explorer 9 – 32 bit	No	No
	Internet Explorer 9 – 64 bit	No	No
	Internet Explorer 10 – 32 bit	No	No
	Internet Explorer 10 – 64 bit	No	No
	Internet Explorer 11 – 32 bit	Yes	Yes
	Internet Explorer 11 – 64 bit	Yes	Yes
Windows 8.1	Internet Explorer 10 – 32 bit	No	No
	Internet Explorer 10 – 64 bit	No	No
	Internet Explorer 11 – 32 bit <sup>4</sup>	Yes	Yes

<sup>1</sup> Operating System: Operating systems often have updates from their manufacturer. Make sure you keep your operating system updated. The Harmony website also gets updated so it can to work with these. Harmony provides notice of updates as available.

<sup>2</sup> Certified: Means that the Harmony website may get updated to work with this platform. If there are problems with these browsers or operating systems, there may not be a solution until the browser or operating system itself issues a way to fix it.

<sup>3</sup> Supported: The Harmony website works best with these. To get the best results, use the supported operating system and Internet Explorer for your browser.

## Harmony Computer Configuration Requirements

Harmony will not work with Windows Vista. If you use Windows Vista you need to get a supported operating system and Internet Explorer.

Operating System and Browser Matrix			
Operating system <sup>1</sup>	IE Browser Version	Certified <sup>2</sup>	Supported <sup>3</sup>
	Internet Explorer 11 – 64 bit <sup>5</sup>	Yes	Yes
Windows 10	Internet Explorer 11 – 64 bit	Yes	Yes
	Microsoft Edge – 64 bit	No	No

### Notes:

- Browsers (like Internet Explorer) also get updated over time. Make sure you install Internet Explorer 11 and allow it to get updates on your computer. Avoid using old links or thumbnail icons on your desktop. If you think you already have Internet Explorer 11, check here to be sure <https://www.whatismybrowser.com/>
- Download Internet Explorer 11 here <https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>
- As of January 12, 2016, Microsoft will not update earlier Internet Explorer versions except for Internet Explorer 11. Although earlier versions of Internet Explorer may still continue to function on your computer, they will not work with Harmony. If you are using an earlier version of Internet Explorer, you should get Internet Explorer 11.

## Confirming Your Configuration

Please follow the steps below to confirm your Internet Browser version, Operating System version, RAM, and Processor speed:

### Verify Internet Browser Version

1. Click this link or copy and paste it into your Internet Explorer Browser:  
<http://www.whatismybrowser.com/>

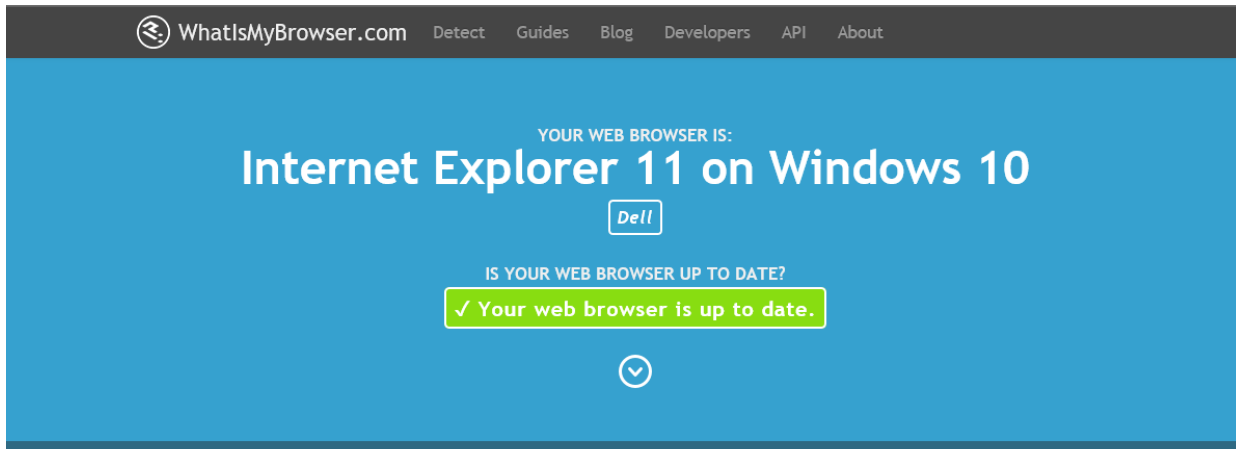
Note your version under the section called “YOUR WEB BROWSER IS”. Internet Explorer version 11 is displayed in the example on the next page:

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<sup>4</sup> Harmony only supports Internet Explorer 11 on Windows 8.1 in “Desktop Mode”. “Metro Mode” is not supported.

<sup>5</sup> Harmony only supports Internet Explorer 11 on Windows 8.1 in “Desktop Mode”. “Metro Mode” is not supported.

## Harmony Computer Configuration Requirements



YOUR WEB BROWSER'S CAPABILITIES:		
Is JavaScript enabled?	Yes	<a href="#">How to enable JavaScript</a>
Are Cookies enabled?	Yes	<a href="#">How to enable Cookies</a>
Is Flash installed?	Flash 20.0 is installed	✓ Up to date
Is Java installed?	Java 8.0 update 73 is installed	✓ Up to date

Ads by Google

Special Consideration: If you do not want Internet Explorer to be updated automatically, be sure to uncheck the box next to "Install new versions automatically". You need to make sure you get these updates if they will not be done automatically.

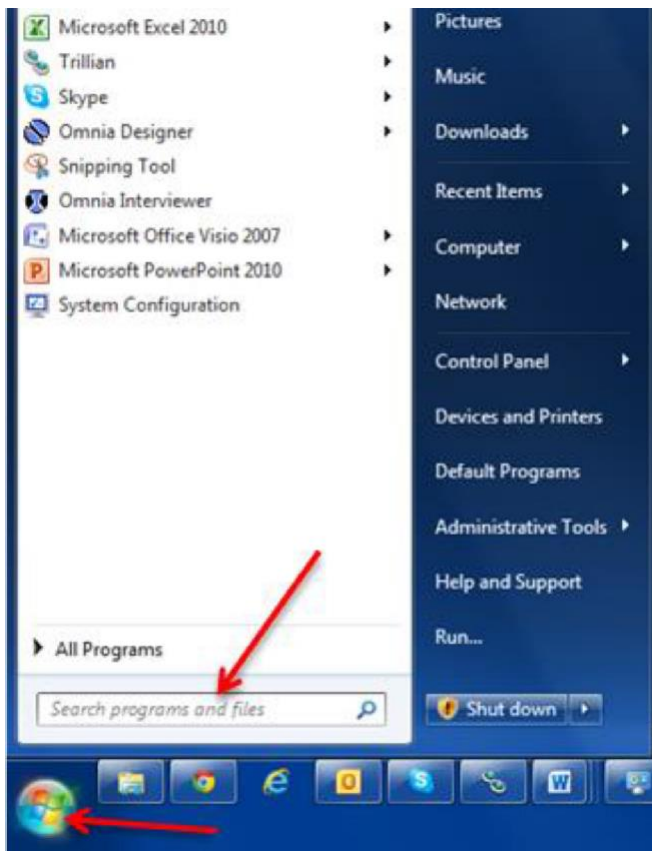


Verify Operating System version, RAM and Processor Speed

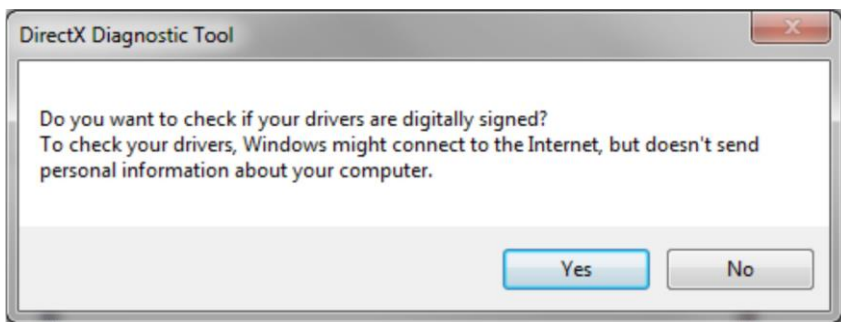
1. Click the "Windows" button
2. In the Search box, type: "dxdiag"

## Harmony Computer Configuration Requirements

3. Press “Enter” on your keyboard

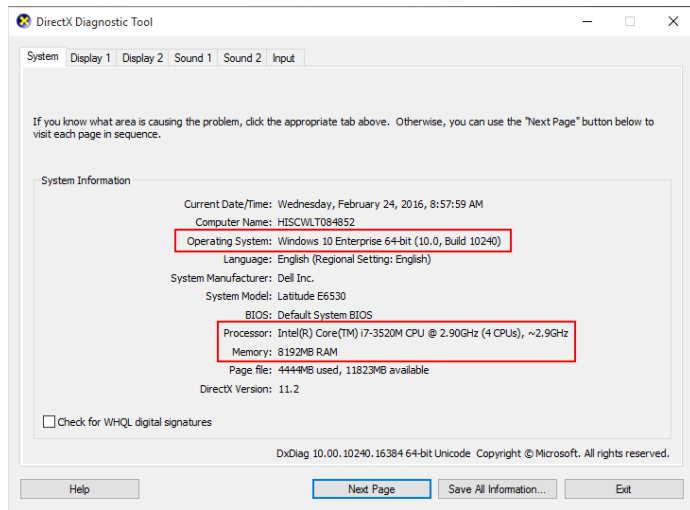


4. If you see the following pop-up window, click “No”



5. The 'DirectX Diagnostic Tool' window will open and you will see your Operating System version, RAM, and Processing Speed

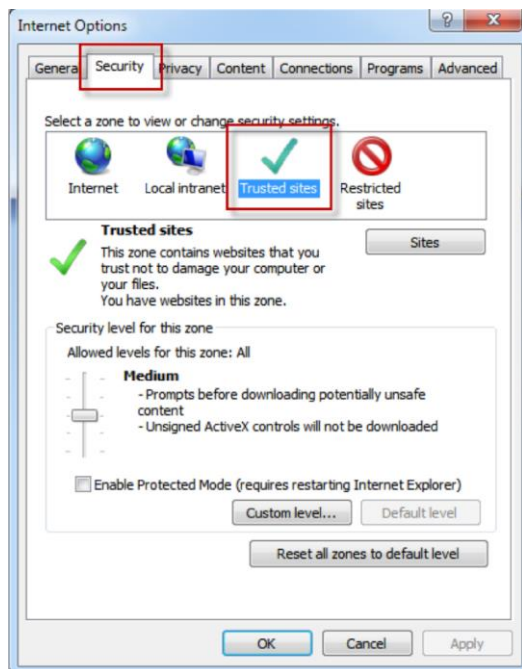
# Harmony Computer Configuration Requirements



## Adding the Harmony Portal & Applications as Trusted Sites

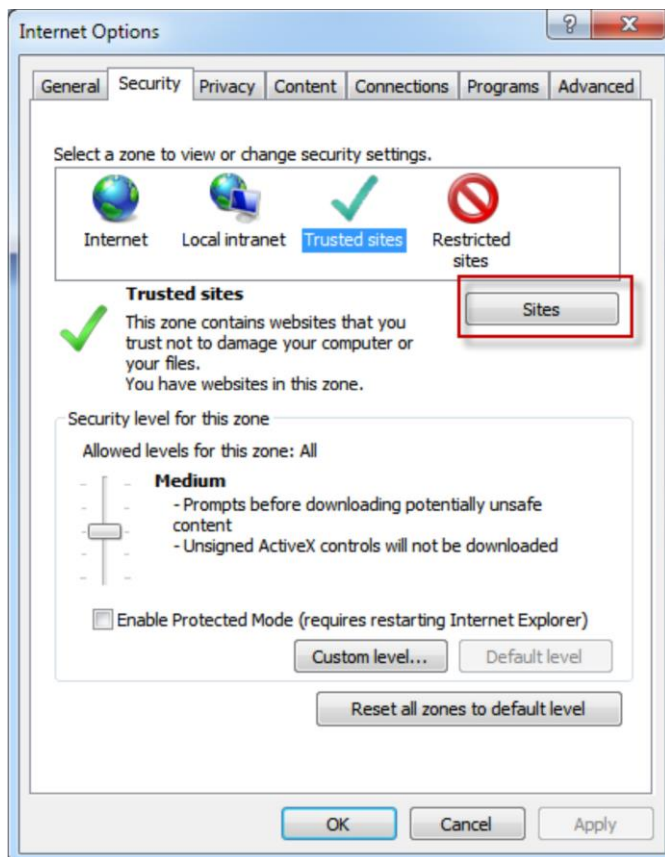
You need to add the Harmony website address as a “trusted site” in Internet Explorer. This makes sure that you can log in and work within the website after your browser and/or the Harmony site gets updates.

1. OpenInternetExplorer
2. Click “Tools”
3. Click “Internet Options”
4. Click the ‘Security’ tab and select “Trusted Sites”



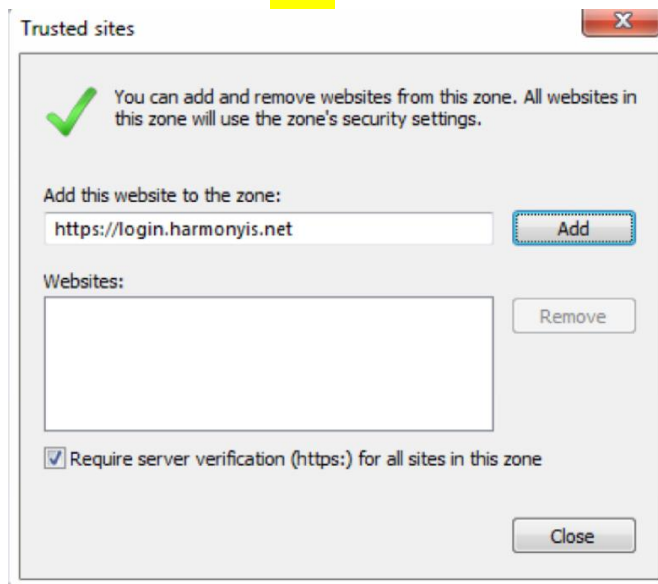
## Harmony Computer Configuration Requirements

### 5. Click "Sites"



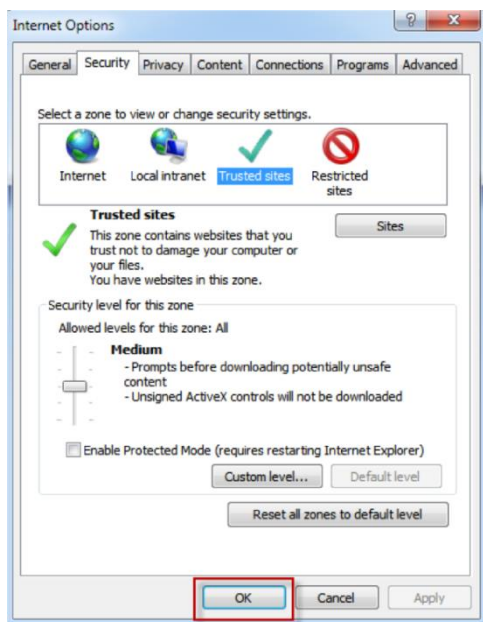
### 6. Enter the trusted website name and click Add:

TBA



## Harmony Computer Configuration Requirements

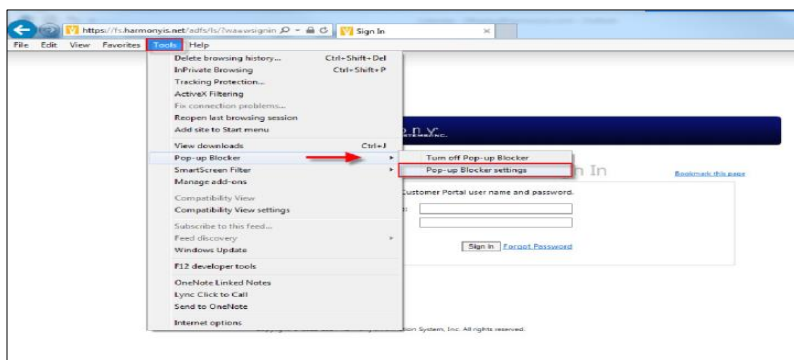
7. Click "Close"
8. Click "OK" on the Internet Options window



## Configuring Pop-up Blocker

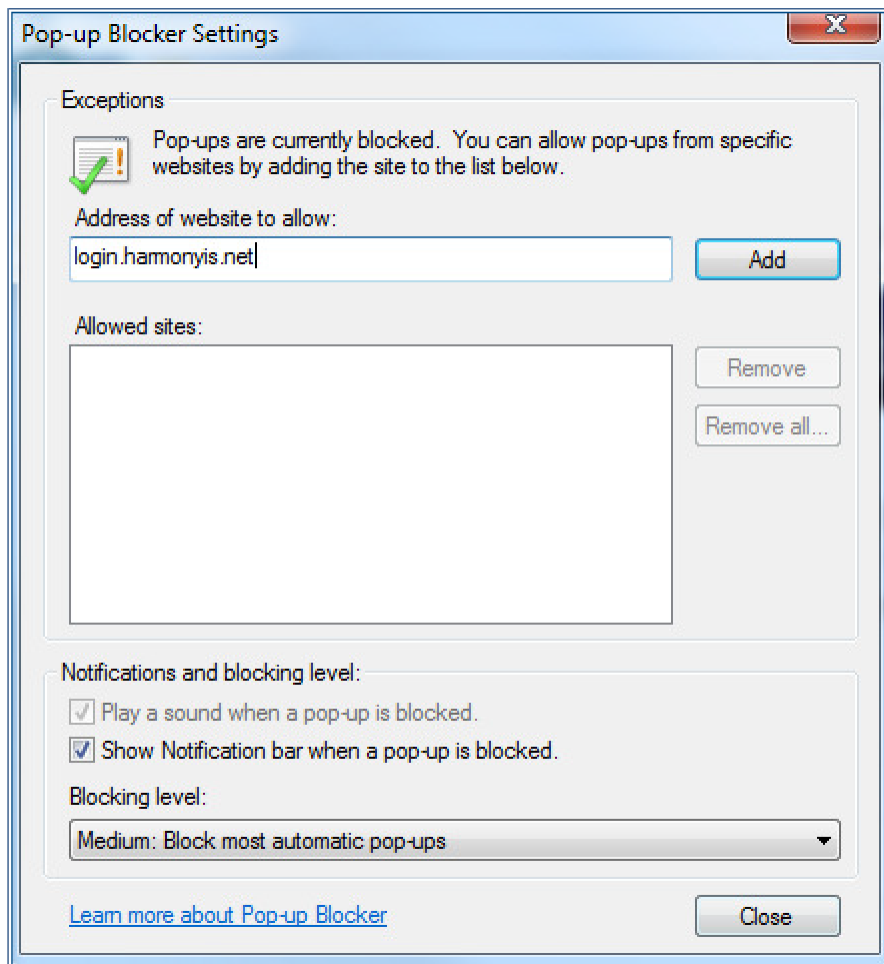
The Harmony application will open new windows or tabs while performing various tasks and steps, and to ensure they open successfully, you can follow the steps below to turn off Pop-up blocker in Internet Explorer.

1. Open Internet Explorer
2. Click "Tools"
3. Hover over "Pop-up"
4. Click the "Pop-up Blocker settings"



5. Add the Allowable sites to the list and click on Add ONLY ONE WEB ADDRESS HERE

TBA



6. Click "Close"

## Previewing PDF Documents

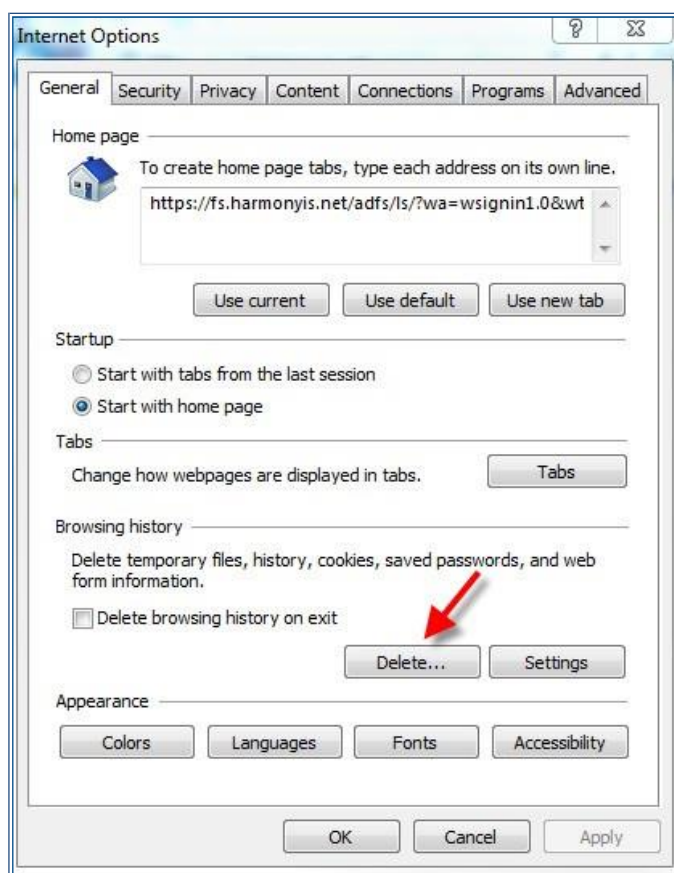
In order to view PDF files within Harmony application, you need to install the free Adobe Reader if it is not already installed. This free download can be found here: <http://get.adobe.com/reader/>

## Harmony Computer Configuration Requirements

There are some instances where Harmony applications will not properly display a PDF report. The preview window may display with nothing in it or display and then quickly disappear. This happens if you are not using Internet Explorer or if you do not have the latest version of free Adobe Reader. To fix the problem, download Internet Explorer 11 and the latest version of Adobe Free Reader.

## Browser Configuration Settings

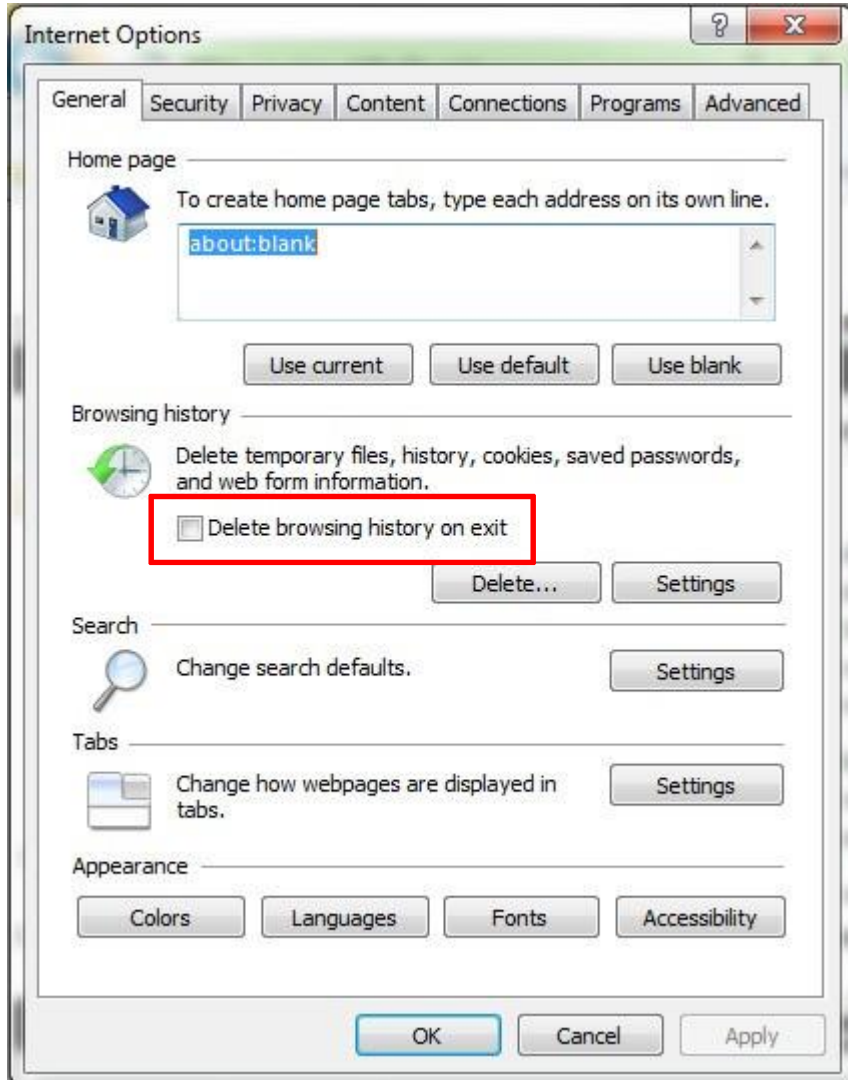
1. Open Internet Explorer
2. Click “Tools”
3. Click “Delete...”



## Browsing History/Temporary Files Setting/Enabling TLS

To ensure that your browser does not download the Harmony client application every time you start Internet Explorer, please use the following steps to properly configure your Browsing History/Temporary Files Setting:

1. Open Internet Explorer
2. Click "Tools"
3. Click "Internet Options"
4. On the 'General' tab, Uncheck "Delete browsing history on exit"

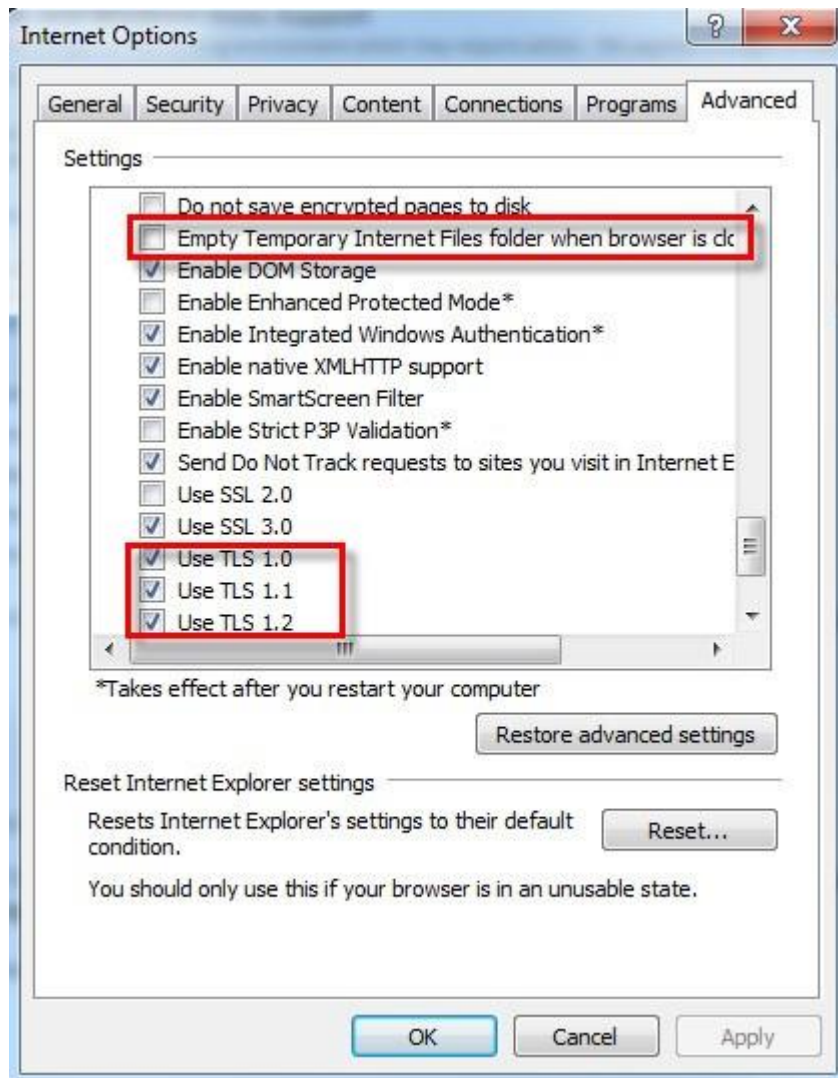


5. Click the 'Advanced' tab
6. Under the 'Security' section:
  - a. Uncheck "Empty Temporary Internet Files folder when browser is closed"

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- b. Check "Use TLS 1.0, TLS 1.1 and TLS 1.2"

*Note: Harmony supports TLS 1.1 and TLS 1.2 only; however, other sites may require TLS 1.0.*



7. Click "OK"

## File Attachments/Merge Documents

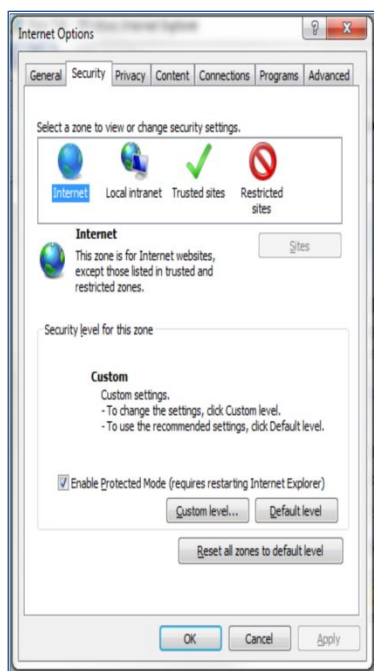
In order to download a file attachment or view a merge document, there are some Internet Explorer security configuration settings that may need to be in place for this to work properly. These settings are configured by following these steps:

1. Open Internet Explorer
2. Click "Tools"

## Harmony Computer Configuration Requirements

3. Click “Internet Options”

4. Click the ‘Security’ tab



5. Click “Custom level...”

6. Please review the following Download configurations to ensure that your corporate IT policy will allow files to be downloaded. The settings that control this feature include:

- a. Automatic prompting for file downloads
- b. File download

